

## How do I file a complaint?

### Human Rights Commission

The Commission is an independent state agency charged with preventing and eradicating discrimination in employment, public accommodations, and housing.

East Tennessee      West Tennessee  
(865) 594-6500      (901) 543-7389

Middle Tennessee  
(615) 741-5825

[www.tennessee.gov/humanrights/](http://www.tennessee.gov/humanrights/)

### The Department of Justice

The Department of Justice, coordinates the enforcement of Title VI and related statutes by all agencies that administer federally assisted programs.

If you cannot determine what Federal agency may have Title VI jurisdiction, or if you do not know where to send your complaint, you may send it to the Department of Justice, and it will be referred to the appropriate agency.

Coordination and Review Section  
Civil Rights Division  
U.S. Department of Justice  
P.O. Box 66560  
Washington, D.C. 20035-6560  
(202) 307-2222 (voice)  
(202)307-2678 (TDD)  
[www.usdoj.gov/crt/cor](http://www.usdoj.gov/crt/cor)

### Title VI Hotline

1-888-TITLE-06 (1-888-848-5306)  
(Voice/TDD)

## When do I file a complaint with the Tennessee Department of Labor and Workforce Development?

### State of Tennessee

#### Tennessee Department of Labor and Workforce Development

Civil Rights, Diversity and Compliance Assistance Section

This section assists those dealing directly with the Tennessee Department of Labor and Workforce Development (commercial vendors, agencies, individuals, and department employees). Those who may feel that they have been discriminated against in a state contract, discrimination in hiring with the state, or other discrimination with state government can contact the following:

Civil Rights, Diversity and Compliance Assistance Section  
710 James Robertson Parkway. 8th floor  
Nashville, Tennessee 37243  
(615) 741-8805 or (615) 253-1331  
[www.tennessee.gov/labor-wfd](http://www.tennessee.gov/labor-wfd)

For individuals with hearing impairments, please call the Tennessee Department of Labor and Workforce Development's TDD Line at (615) 532-2879.

The Tennessee Department of Labor and Workforce Development is an equal opportunity employer/program; auxiliary aids and services are available upon request to individuals with disabilities.



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## Are you Limited English Proficient?



*Don't be a victim of discrimination*

A limited understanding of English is no reason to be treated unfairly. Read this brochure to find out your rights.

# Eighty-eighth Congress of the United States

*Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled, That this Act may be cited as the "Civil Rights Act of 1964".*

## Limited English Skills shouldn't mean Limited Rights

This brochure explains the requirements of various laws that prohibit discrimination on the basis of National Origin and describes how individuals can file complaints when they believe their rights under these laws have been violated.

## Federal Law Prohibits Discrimination

**Title VII** of the Civil Rights Act of 1964 protects individuals against employment discrimination on the basis of national origin as well as race, color, religion and sex.

The Supreme Court of the United States of America said that one type of national origin discrimination is based on your inability to speak, read, write or understand English.

**Title VI** of the Civil Rights Act of 1964 is the Federal law that protects individuals from discrimination on the basis of their race, color, or national origin in programs that receive Federal financial assistance.

This means that states or local governments or any organization that receives money or other types of assistance from the federal government cannot discriminate against you because of your national origin.

## Examples of National Origin Discrimination

- ☐ A hospital only has forms or documents in English and does not know how to help you write, or understand English well enough.
- ☐ You call the police to report an emergency, but they cannot help you because they only speak English and they cannot understand your language.
- ☐ Your child's school communicates important information to you only in English, but you do not read or understand English well enough to understand the information.
- ☐ A government office sends important documents to you - such as applications, letters regarding reduction, denial, or termination of money, or any letter that requires your reply - in English only.
- ☐ You seek help at a government office but there is not an employee or interpreter who can speak your language. You are told to return with someone who can interpret for you.

## Discrimination Rules/Policies in the Workplace

### Speak English-Only Rule

A rule requiring employees to speak only English at all times on the job may violate Title VII, unless an employer shows it is necessary for conducting business. If an employer believes the English-only rule is critical for business purposes, employees have to be told when they must speak English and the consequences for violating the rule.

### Accent

An employer must show a legitimate nondiscriminatory reason for the denial of employment opportunity because of an individual's accent or manner of speaking. Investigations will focus on the qualifications of the person and whether his or her accent or manner of speaking had a detrimental effect on job performance.

### Harassment

Harassment on the basis of national origin is a violation of Title VII. An ethnic slur or other verbal or physical conduct because of an individual's nationality constitute harassment if they create an intimidating, hostile or offensive working environment, unreasonably interfere with work performance or negatively affect an individual's employment opportunities.